

ENTERPRISE SOLUTIONS PERFORMANCE REFERENCE MODEL TEMPLATE									
NOTE: The template is based on guidance from the FEA; however areas have been augmented.									
Fiscal Year*	MEASUREMENT CATEGORY	MEASUREMENT CATEGORY EXPLANATION	MEASUREMENT INDICATOR (METRIC)	Goal of Metric	Baseline	Actual Results	Target Results	Planned Improvements to the Baseline	
Measurement Area: Mission and Business Results									
				S/T	L/T				
	Services for Citizens	Results related to services that the Federal Government provides both to and on behalf of the American citizen are achieved.	1. Total Cost of Services/Total Cost of Ownership (TCO) 2. % of operational effectiveness (usage of assets) 3. % of effective and accurate business analytics 4. Received clean review from auditors such as GAO, AAA	1. Minimize 2. Optimize 3. Maximize 4. YES					
	Management of Government Resources	The extent to which intermediate outcomes are achieved related to back office support that enables the Government to operate efficiently.	1. % of operational effectiveness (usage of assets) 2. % of operational effectiveness for same asset investment 3. Total cost of services/Total Cost of Ownership (TCO)	1. Optimize 2. Maximize 3. Minimize					
Measurement Area: Customer Results									
	Customer Benefit	Customer satisfaction levels and tangible impacts to customer as a result of the products or services provided	1. Customer Satisfaction - results from Customer Satisfaction Survey 2. % of program milestones achieved on time 3. Project completed on time and on budget 4. % of project released to customer by agreed upon date for agreed upon requirements 5. % of throughput that is accurate and on-time 6. % of Supply Chain Asset Utilization	1. Maximize 2. Maximize 3. YES 4. Maximize 5. Maximize 6. Optimize					
	Service Coverage	The extent to which the desired customer population is being served and customers are using products and services	1. Change in ratio of SLA minimum application downtime requirement to actual application down 2. Customer Service Level Index 3. % of service level attained (Service Level Agreement - Cost, Time, Quality) against defined standards of service (i.e., Standards Groups such as: CPSC, NFPA, etc.)	1. Optimize 2. Maximize 3. Maximize					
	Timeliness & Responsiveness	Time to respond to customer inquiries and requests and time to deliver products and services	1. Help Desk Response Time 2. Cycle time to resolve customer problems 3. % of project released to customer by agreed upon date for agreed upon requirements	1. Minimize 2. Minimize 3. Maximize					
	Service Quality	Quality from the customer's perspective and accuracy of responses to customer inquiries	1. % of service level attained (Service Level Agreement (SLA) - Cost, Time, Quality) against defined standards of service (i.e., Standards Groups such as: CPSC, NFPA, etc)	1. Maximize					
	Service Accessibility	Availability of products and services to customers and the extent of self-service options and automation	1. % of transactions that do not require human interface or intervention but meet requirements	1. Maximize					

ENTERPRISE SOLUTIONS PERFORMANCE REFERENCE MODEL TEMPLATE									
NOTE: The template is based on guidance from the FEA; however areas have been augmented.									
Fiscal Year*	MEASUREMENT CATEGORY	MEASUREMENT CATEGORY EXPLANATION	MEASUREMENT INDICATOR (METRIC)	Goal of Metric	Baseline	Actual Results	Target Results	Planned Improvements to the Baseline	
Measurement Area: Process and Activities									
	Financial	Achieving financial measures, direct and indirect total and per unit costs of producing products and services, and costs saved or avoided	1. Total Cost of Services/ Total Cost of Ownership (TCO) 2. % of financial impact that is based on cost avoidance 3. % of financial impact that results in a productivity increase against total cost of program 4. Infrastructure lifecycle cost 5. Return on capital employed	1. Minimize 2. Maximize 3. Optimize 4. Minimize 5. Optimize					
	Productivity & Efficiency	The amount of work accomplished per relevant units of time and resources applied	1. % of of operational effectiveness (usage of assets) 2. % of operational effectiveness for same asset investment 3. Staff productivity and capability based on defined standards of service (Standards Group's such as: CPSC, NFPA, etc) 4. % of PDs and IDPs revised to reflect new capability 5. Competency Index 6. Ratio of Army BEA processes to DoD BEA processes 7. Percent of business processes per DoD EA BRM exclusively enabled by enterprise solutions (non-legacy)	1. Optimize 2. Maximize 3. Maximize 4. Maximize 5. Maximize 6. Equal 7. Optimize					
	Cycle Time & Timeliness	The time required to product products and services	1. Development time for associated products and/or services due to leverage of existing knowledge resources	1. Minimize					
	Quality	Error rates and complaints related to products or services	1. % fit delivered against requirements	1. Maximize					
	Security & Privacy	The extent to which security is improved and privacy addressed	1. % of Enterprise Solutions that are compliant with DITSCAP requirements 2. % of Enterprise Solutions that are compliant with FISMA requirements	1. Maximize 2. Maximize					
	Management & Innovation	Management policies and procedures, compliance with applicable requirements, capabilities in risk mitigation, knowledge management, and continuous improvement	1. Is the Enterprise Solution compliant with IT, ERP and/or BPI statutory regulations and mandates 2. Are business rules consistently applied in transaction processing? 3. Data accuracy 4. Does the information provided by the Enterprise Solution allow leadership to respond faster to changing market conditions?	1. YES 2. YES 3. Maximize 4. YES					

ENTERPRISE SOLUTIONS PERFORMANCE REFERENCE MODEL TEMPLATE									
NOTE: The template is based on guidance from the FEA; however areas have been augmented.									
Fiscal Year*	MEASUREMENT CATEGORY	MEASUREMENT CATEGORY EXPLANATION	MEASUREMENT INDICATOR (METRIC)	Goal of Metric	Baseline	Actual Results	Target Results	Planned Improvements to the Baseline	
Measurement Area: Technology									
	Financial	Technology-related costs and costs avoided through reducing or eliminating IT redundancies	1. Cost Avoidance from retired systems or eliminated redundancies 2. Number of identified redundant systems consolidated resulting in the retirement of systems into new Enterprise Solutions 3. Budget dollars reprogrammed as a result of retired or migrated systems	1. Maximize 2. Maximize 3. Optimize					
	Quality	The extent to which technology satisfies functionality or capability requirements or best practices, and complies with standards	1. % of requirements implemented in support of defined mission critical capabilities (i.e., Portfolio alignment) 2. Compliance with Enterprise-solutions related policy and guidance 3. Percent of ERP customizations (per vendor reference model)	1. Maximize 2. YES 3. Minimize					
	Efficiency	System or application performance in terms of response time, interoperability, user accessibility, and improvement in technical capabilities and characteristics	1. User Satisfaction 2. Change and response time 3. % of time available and accessible	1. Maximize 2. Optimize 3. Maximize					
	Information & Data	Data or information sharing, standardization, reliability and quality, and storage capacity	1. User survey to assess data accuracy 2. % of data used in report updated within last X days/Y hours (data currency) 3. Degree of architectural alignment 4. Degree of ecosystem alignment (alignment with extended community (i.e., DoD, Joint, Trading Partners)) 5. Number of point-to-point interfaces	1. Maximize 2. Maximize 3. Maximize 4. Maximize 5. Minimize					
	Reliability & Availability	System or application capacity, availability to users, and system or application failures	1. Response time 2. % of repeat users 3. % decrease in system downtime	1. Maximize 2. Maximize 3. Maximize					
	Effectiveness	Extent to which users are satisfied with the relevant application or system, whether it meets user requirements, and its impact on the performance of the process(es) it enables and the customer satisfaction or mission results to which it contributes to	1. User Satisfaction 2. Change and response time 3. % of requirements implemented in support of defined mission critical capabilities (i.e. Portfolio alignment)	1. Maximize 2. Optimize 3. Maximize					
* Fiscal Year that the metric will be implemented. Assumption that the metric will be baselined, targeted, and measured from that FY and forward.									